

# JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL  
LEGISLATIVE DATA CENTER



## **Service Desk Analyst** **INFORMATION TECHNOLOGY SPECIALIST I, RANGE B/C (6LC08)** **(EQUIVALENT TO: ASSISTANT INFORMATION SYSTEMS ANALYST)**

JOB LOCATION: **SACRAMENTO, CALIFORNIA**  
FINAL FILING DATE: **MAY 13, 2016**

**SALARY:**  
**Range B: \$3,353-\$4,195**  
**Range C: \$4,020-\$5,284**

### **Our Agency**

The Office of Legislative Counsel (OLC) is a small civil service department whose mission is to provide legal services and information technology support services to the State Legislature. The Legislative Data Center (LDC), as one of three branches of the OLC, is a customer service organization, delivering Information technology solutions to the California State Legislature. The LDC is dedicated to building and developing individual and collective expertise through business knowledge and teamwork. The LDC is committed to continuous learning and improving individual skills as technology changes.

The State of California provides excellent health benefits and retirement options, sick leave and vacation accrual, and paid state holidays. This position is located in the heart of downtown Sacramento. OLC employees are excluded from collective bargaining and, therefore, receive enhanced benefits and do not contribute fair share.

### **Your Role**

The candidate will provide office automation support to the California State Legislature, Legislative Support Offices, and the Legislative Data Center at OLC Service Center. The candidate will perform as an Information Technology Analyst specializing in phone support for desktop computing, including Microsoft Office products, web-based technologies, networking and data communications, email, mobile computing, operating systems, and Legislative Information Systems. The candidate will provide telephone support to assist and instruct legislative customers with IT questions and problems. The candidate will troubleshoot and resolve moderate desktop and mobile computing problems, analyze and document information technology issues and execute the resolution, working in conjunction with other LDC IT Specialists. The candidate will provide training and assistance to legislative customers and LDC staff on Microsoft Office products, desktop, laptop, remote access, smart phone, and mobile device computing hardware and software products. The candidate will identify trends and major incidents, report and escalate them to the team and management. The candidate will perform application and deployment testing, adhering to documented quality assurance standards and guidelines to ensure that hardware and software products meet customers' business requirements. The candidate will be a project team member, working with the team to develop and implement new data processing services. The candidate will learn the Legislative business process and deliver high-quality services to customers. The Service Center is open from 8:00 a.m. to 6:00 p.m., Monday through Friday; therefore the candidate will need to be available during these hours. The candidate may also be asked to provide after-hours support or work overtime. Requires the ability to work 8AM to 6PM Monday through Friday with occasional after hours or weekend work.

### **Your Expertise**

- Excellent customer services skills
- Passion for technology and desire to expand upon existing technical skills
- Good communication skills, over the telephone and in writing
- Strong analytical and problem-solving skills
- Ability to provide preventative support (assuring the issue doesn't happen again)
- Knowledge of Microsoft Office products
- Experience with a variety of technology including mobile devices, desktops, printers

### **Your Responsibilities**

- Provide technical support for customers via telephone while using a remote assistance tool
- Train customers in the use of applications such as Microsoft Office products and Adobe Acrobat
- Support and troubleshoot PCs, laptops, mobile phones, printers, and other devices
- Follow through customers' requests for various products and services
- Communicate with team, identify and resolve problems
- Provide support for Microsoft Office products such as Outlook, Word, and Excel
- Create, modify, and transfer active directory/exchange accounts, requiring strong attention to detail
- Test for new software and hardware implementations
- Support Legislative applications
- Create and maintain customer relationships
- Periodically provide after-hours support
- Continually learn new technology

- Work well with a team and independently

### Minimum Qualifications

A minimum of six (6) months of experience providing intermediate level assistance and support on desktop and office automation products such as: Microsoft Office Excel, Word, and Outlook, internet, Microsoft Windows, personal computers, laptops, remote access, and printers. Ability to train customers on the use of business applications and technologies. Knowledge of desktop, printing, and mobile device functionality on a LAN. Ability to work cooperatively in a close team setting and multi-task in a fast paced environment. Well-developed communication skills, both oral and written. Ability to effectively interact with customers and all levels of staff and management within the organization.

### Desirable Qualifications

College degree in related field. Experience providing IT support to customers over the phone. Demonstrated experience utilizing remote assistance tools. Advanced experience and skills in the business use of Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint, and Microsoft Access, preferably Office 2010. Demonstrated high skill level in IT customer service, support and/or training practices. Experience with an ITSM tool creating tickets. Knowledge of the Legislative process. Knowledge of customers' business environment and business practices to ensure that LDC developed and supported applications meet the customers' business needs and information system requirements. Knowledge and skills in supporting laptops, mobile computing, and web technologies. Help Desk Analyst (HDI) or ITIL certificate. Microsoft Office certifications in Outlook, Word, or Excel. Ability to type and perform troubleshooting simultaneously.

### WHO MAY APPLY

**Applicants need not be a current or former State employee nor be on a State exam list to apply, but need to meet the Minimum Qualifications listed above. It is your responsibility to make sure that you meet the minimum qualifications listed in this bulletin. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required.**

This selection process consists of a state examination and job interview as a combination. Under the OLC's position-specific selection program, candidates do not have to be on a State list in order to apply. OLC may use this selection process for up to one year to fill other vacancies, where job-related knowledge, skills, abilities and behaviors are the same or substantially similar to this advertised position. Applications will be screened and interviews scheduled for those candidates possessing the best qualifications and experience. Subject to SROA/Surplus.

### HOW TO APPLY

Submit a standard state application and resume which demonstrates that you meet the Minimum Qualifications in the bulletin to the Office of Legislative Counsel Human Resources Office, Attn: K. Zanzi, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Friday, May 13, 2016, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC08 after the position title on your application. Applications that do not contain the process indicator number will not be processed.** Please note on your application how you heard about this position. Technical questions regarding the position may be directed to Eric Hummel at (916) 341-8785. Questions regarding the application process may be directed to Human Resources Office at (916) 341-8330.

**SELECTION INFORMATION:** The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

**OTHER RELATED INFORMATION:** The Office of Legislative Counsel reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Applications are available at local offices of the Employment Development Department and the Office of Legislative Counsel Human Resources Office. The application form (STD. 678) is also available in several formats on the website at: <http://jobs.ca.gov/Profile/StateApplication>.

**THIS IS A COMPETITIVE PROCESS.** If you meet the minimum qualifications stated on this bulletin, you may file for this position. Possession of the qualifications does not guarantee inclusion in the selection process. Your performance in the selection process will be compared with the performance of all others who participate in this process, and does not guarantee an appointment to the position.

**INTERVIEW SCOPE:** If an interview is conducted, in addition to the minimum and desirable qualifications described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recently of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of experience. Evaluation of a candidate's personal development will include consideration of recognition of training needs; plans for self-development; and the progress made in efforts toward self-development.

**CALIFORNIA RELAY SERVICE:**  
TDD PHONE (800) 735-2929  
VOICE PHONE (800) 735-2922